



## LifeLine contacts received and closed by CAB during the month of August 2018

Data queried on: 09/11/18

### Section I - Phone LifeLine Contacts Appeals and Billing Contacts by Subcategory

LifeLine Phone Contacts in CAB													
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
<b>Received and closed<sup>1</sup></b>	88	75	96	98	68	78	50	115	141	144	155	154	207
LifeLine Appeals Subcategories													
LL Customer Did Not Return Form	3	1	1	0	2	0	0	4	5	5	6	2	1
LL Documents Not Provided/Does Not Meet Guidelines	0	1	1	0	0	0	0	0	1	0	1	5	2
LL Form Complexity	9	6	5	5	3	10	6	11	16	19	17	16	18
LL IDV Identity Verification	0	0	0	1	1	2	0	3	7	8	7	6	16
LL Initials Missing	0	1	1	0	1	0	0	0	1	0	1	1	3
LL No Carrier Authority	1	0	0	3	1	1	0	5	1	0	0	0	2
LL Nondeliverable	0	0	0	3	0	1	0	2	0	0	0	0	0
LL Policy/Practices	46	29	49	52	40	37	17	51	70	62	62	67	81
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Qualifying Method Not Selected	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Signature/Printed Name Does Not Match/Missing	0	0	0	0	0	0	0	1	2	0	2	1	2
LL SSN/DOB/Tribal ID Not Provided	0	0	0	0	1	0	0	0	0	0	2	4	1
LL Tribal	0	0	0	0	0	0	0	0	0	0	0	0	0
LL TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Appeals</b>	<b>59</b>	<b>38</b>	<b>57</b>	<b>64</b>	<b>49</b>	<b>51</b>	<b>23</b>	<b>77</b>	<b>103</b>	<b>94</b>	<b>98</b>	<b>102</b>	<b>126</b>
LifeLine Billing Subcategories													
LLB Address Error	2	0	1	2	0	1	2	1	2	1	3	2	8
LLB Application Request	5	3	4	3	2	4	2	4	2	4	9	7	8
LLB Approved for Discount	1	12	9	5	3	6	4	8	6	15	6	14	15
LLB Discount Switched to Other Carrier	1	3	9	6	4	3	4	7	9	12	17	20	22
LLB Federal Program/Equipment	19	19	16	18	9	13	15	17	19	18	22	9	28
LLB New Phone Service Not LL Eligible	0	0	0	0	1	0	0	0	0	0	0	0	0
<b>Total Billing</b>	<b>28</b>	<b>37</b>	<b>39</b>	<b>34</b>	<b>19</b>	<b>27</b>	<b>27</b>	<b>37</b>	<b>38</b>	<b>50</b>	<b>33</b>	<b>52</b>	<b>81</b>
LifeLine Freeze Subcategories <sup>4</sup>													
LLF Address Change	0	0	0	0	0	0	0	0					
LLF Enrollment Freeze	0	0	0	0	0	0	0	0					
LLF Failure to Provide Service	1	0	0	0	0	0	0	1					
LLF Federal Violation	0	0	0	0	0	0	0	0					
LLF Late Fees	0	0	0	0	0	0	0	0					
LLF State Violation	0	0	0	0	0	0	0	0					
<b>Total Freeze</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>					

## Section II - Written LifeLine Contacts Received and Closed by Case Type

<b>LifeLine Written Contacts in CAB</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>
<b>Received</b>													
LL Appeals (Landline & Wireless) Received	130	110	112	105	100	134	142	168	184	128	137	151	156
LL Billing Received	64	75	65	57	43	64	67	108	61	66	54	70	79
LL Complaints Received	1	1	4	1	1	2	2	5	1	1	1	1	4
LL Inquiries Received	29	34	24	32	29	24	24	23	12	23	20	12	22
LL Assignment Pending	27	2	24	9	16	34	18	33	35	47	15	6	26
LL Enrollment Request Freeze <sup>4</sup>	0	0	1	0	0	1	0	0					
LL Discount Transfer Freeze <sup>4</sup>	1	0	1	0	0	0	0	0					
<b>Total Written Contacts Received</b>	<b>252</b>	<b>222</b>	<b>231</b>	<b>204</b>	<b>189</b>	<b>259</b>	<b>253</b>	<b>337</b>	<b>293</b>	<b>265</b>	<b>227</b>	<b>240</b>	<b>287</b>
<b>Closed</b>													
LifeLine Appeals Closed	130	157	115	95	100	139	145	176	177	195	139	159	151
<b>Landline Appeals</b>	<b>64</b>	<b>73</b>	<b>58</b>	<b>40</b>	<b>54</b>	<b>74</b>	<b>107</b>	<b>117</b>	<b>113</b>	<b>128</b>	<b>84</b>	<b>95</b>	<b>95</b>
<b>Wireless Appeals</b>	<b>66</b>	<b>84</b>	<b>57</b>	<b>55</b>	<b>46</b>	<b>65</b>	<b>38</b>	<b>59</b>	<b>64</b>	<b>67</b>	<b>55</b>	<b>64</b>	<b>56</b>
LL Billing Closed	66	73	64	69	59	53	85	88	86	72	67	61	66
LL Complaints Closed	0	0	1	2	0	0	1	2	4	1	1	1	2
LL Inquiries Closed	39	58	20	48	28	37	36	31	25	36	30	9	24
LL Enrollment Request Freeze <sup>4</sup>	0	1	1	0	0	1	0	0					
LL Discount Transfer Freeze <sup>4</sup>	1	0	0	2	0	0	0	0					
LL Unknown <sup>2</sup> Closed	0	0	0	0	1	1	1	0	2	1	2	1	1
<b>Total Written Contacts Closed</b>	<b>236</b>	<b>289</b>	<b>201</b>	<b>216</b>	<b>188</b>	<b>231</b>	<b>268</b>	<b>297</b>	<b>294</b>	<b>305</b>	<b>239</b>	<b>231</b>	<b>244</b>

### Section III - Written Closed LifeLine Appeals and Billing Contacts by Subcategory

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	August		
LifeLine Appeals (Landline & Wireless)														Denial Overturned <sup>3</sup>	Denial Upheld <sup>3</sup>	
LL Customer Did Not Return Form	46	69	49	34	28	38	34	37	41	48	38	40	29	1	28	
LL Documents Not Provided/Does Not Meet Guidelines	22	24	25	22	22	19	21	21	13	20	14	29	23	15	5	
LL Form Complexity	7	8	5	4	3	4	4	9	5	3	8	3	3	0	0	
LL IDV Identity Verification	5	7	6	10	15	45	57	67	83	94	64	54	69	14	41	
LL Initials Missing	15	16	10	16	11	17	10	14	12	9	5	16	11	1	9	
LL No Carrier Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL Nondeliverable	0	1	0	0	0	0	1	0	0	0	0	1	0	0	0	
LL Policy/Practices	6	10	11	2	2	2	7	4	1	4	1	3	4	0	3	
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL Qualifying Method Not Selected	3	0	0	3	0	1	1	2	2	1	0	1	1	1	0	
LL Signature/Printed Name Does Not Match/Missing	20	14	6	1	10	6	4	15	13	10	5	4	3	0	3	
LL SSN/DOB/Tribal ID Not Provided	6	8	3	3	9	7	6	7	7	6	3	7	8	1	7	
LL Tribal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL TTY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total Appeals	130	157	115	95	100	139	145	176	177	195	138	158	151			
LifeLine Billing														Service Provider Type		
														VoIP	Wireless	Wireline
LLB Address Error	5	7	4	7	12	4	7	5	7	2	2	1	2	0	1	1
LLB Application Request	19	25	16	16	11	18	43	47	57	32	32	29	31	0	8	23
LLB Approved for Discount	14	12	15	11	9	11	12	13	6	17	9	5	13	0	8	5
LLB Discount Switched to Other Carrier	7	10	8	17	13	9	10	9	7	7	6	7	9	0	3	6
LLB Federal Program/Equipment	21	19	21	15	14	11	13	14	9	14	18	19	11	0	11	0
LLB New Phone Service Not LL Eligible	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0
Total Billing	66	73	64	69	59	53	85	88	86	72	67	61	66			
LifeLine Freeze <sup>4</sup>																
LLF Address Change	0	0	0	0	0	0	0	0								
LLF Enrollment Freeze	0	1	1	0	0	1	0	0								
LLF Failure to Provide Service	1	0	0	2	0	0	0	0								
LLF Federal Violation	0	0	0	0	0	0	0	0								
LLF Late Fees	0	0	0	0	0	0	0	0								
LLF State Violation	0	0	0	0	0	0	0	0								
Total Freeze	1	1	1	2	0	1	0	0								

**Disclaimer:** The LL data provided above is a snapshot in time; that is, there may be slight variations in numbers reported for past periods due to factors including but not limited to cases being reopened and updates to coding based on quality assurance audits.

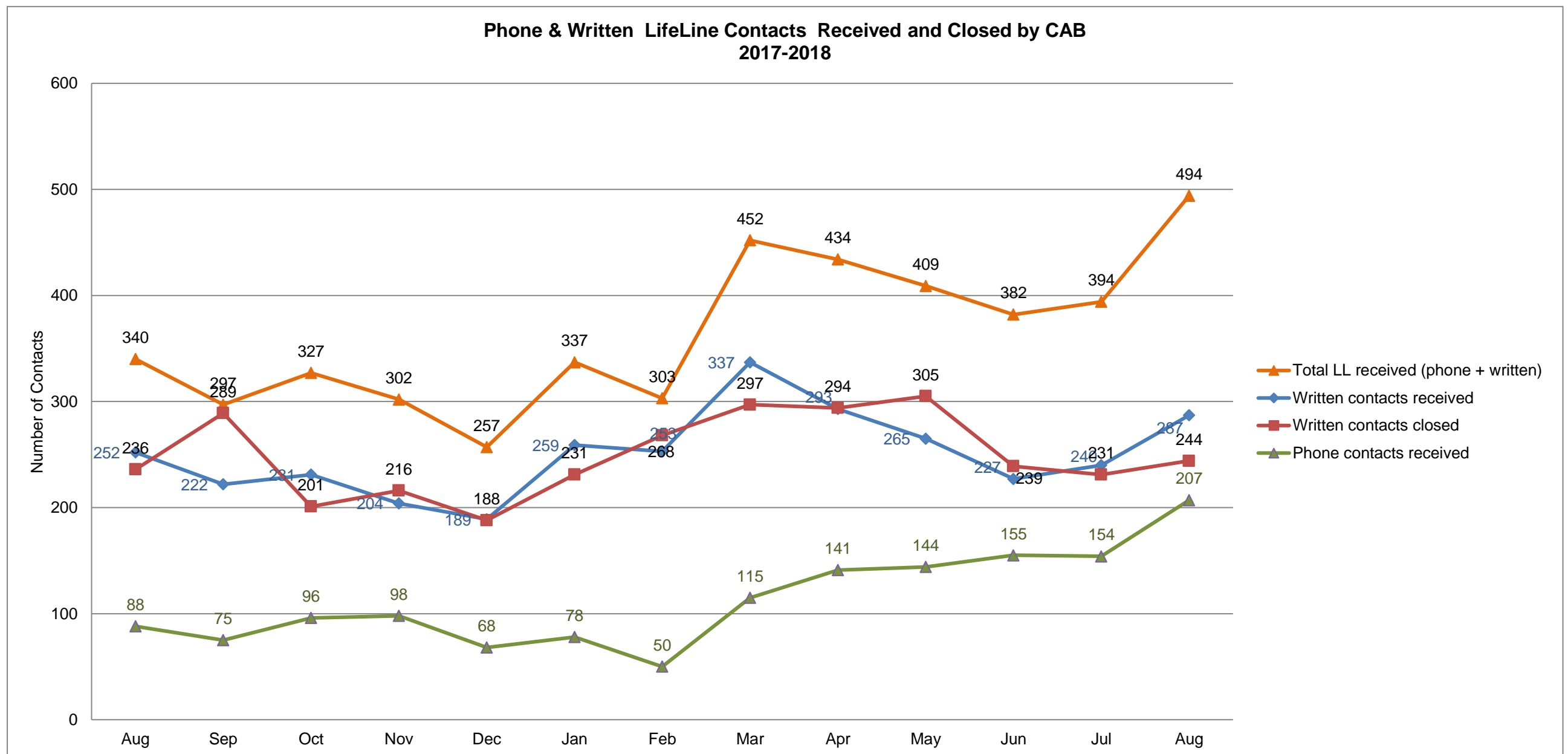
<sup>1</sup> Phone contacts are closed the same day they are received.

<sup>2</sup> Unknown are cases for which insufficient information is available (e.g. insufficient customer information to identify customer such as no address, a more information letter that received no response), which prevents their specific assignment. These cases are normally closed/auto closed with a category and/or subcategory of unknown, and/or a disposition of Unresponsive Consumer-More Info Needed.

<sup>3</sup> Denial Overturned and Denial Upheld may not add to the total number of cases closed for a particular category as there are other dispositions that might apply, such as Unresponsive Consumer-More Info Needed.

<sup>4</sup> LifeLine Freeze Case Type and Subcategories have been deactivated to reflect changes in the LifeLine program effective April 1, 2018.

## LifeLine Consumer Contacts Received and Closed by CAB - Thirteen months trend



	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Phone contacts received	88	75	96	98	68	78	50	115	141	144	155	154	207
Written contacts received	252	222	231	204	189	259	253	337	293	265	227	240	287
Total LL received (phone + written)	340	297	327	302	257	337	303	452	434	409	382	394	494
Written contacts closed	236	289	201	216	188	231	268	297	294	305	239	231	244